

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
OLIVE VIEW COMMUNITY  
MENTAL HEALTH URGENT CARE CENTER**

**Intermediate Typist Clerk  
Transfer Opportunity**

The **Olive View Community Mental Health Urgent Care Center (UCC)** is seeking two **Intermediate Typist Clerks**. The selected candidates will participate as part of a business office staff responsible for administrative operations of the facility. The work schedules are Tuesday through Saturday 9:00 a.m. to 5:30 p.m.

The UCC is a short-term intensive crisis treatment program located in Sylmar (San Fernando Valley, Service Area II) on the campus of the Olive View-UCLA Medical Center. The program, established in 2005, moved to its new location in August of 2011. The UCC is open 7 days per week, Monday through Friday 8:00 a.m. to 10:00 p.m., and weekends from 9:00 a.m. to 5:30 p.m.

**Specific duties include (but are not limited to):**

- Typing complex documents, statistical reports, forms, charts and memos using various computer programs such as Microsoft Word, Excel, PowerPoint, and Access;
- The ability to learn and follow the clinic's policies and procedures with respect and courtesy;
- Performs reception counter duties, including monitoring appointment schedules, occasionally assisting with financial screenings of consumers, answering phone calls, obtaining billing information from consumers, including insurance documents for billing purposes, filing, photocopying, faxing, sorting and distributing mail.
- Works on special assignments and reports under the direction of the Staff Assistant and Senior Typist-Clerk;
- Checks Units of Service information submitted for completeness and accuracy both in the IS and IBHIS;
- Inputs units of Service and other data into the Department's various computerized claiming systems;
- Participates in the maintenance of clinical and other administrative records;
- Responds to telephone inquiries for general information, often having to first gather information from the caller;
- Assist in inventory of general supplies and equipment;
- Other general duties as may be appropriate and assigned by supervisor.

**Desirable qualifications include:**

- Multilingual capacity, preferably including Spanish;
- Have strong verbal and written communication skills;
- Comfortable with working in a crisis intervention setting;
- Ability to multi-task, priorities, organize to meet deadlines for assignments and audit compliance
- Ability to work independently and as a team player.

If interested, send a cover letter, resume and last two performance evaluations by **Friday, March 7<sup>th</sup>, 2014** to:

Enrico Lim  
(818) 833-5690 (fax)  
eelim@dmh.lacounty.gov